



No Charge Lost/Stolen/Mutilated Decals

Motor Vehicles Division

3-18-2025



Revision History

Effective Date of SOP: 3/18/2025	SOP Number: G.14
Functional Area Name: Motor Vehicles	Division Name: Special Plates
Last Review Date: 3/14/2025	Last Reviewer: Tiffany Doane, Motor Vehicle Manager
Next Review Date: 3/14/2026	Next Reviewer: Motor Vehicle Manager
Executive Approval Date: 3/18/2025	Approved By: Caitlin Owen, Chief Development & Support Officer

Overview

This standard operating procedure (SOP) covers issuing replacements for non-delivered decals at no charge to the customer.

Purpose

This SOP provides step-by-step procedures for Processing Specialists or Title Consultants to follow when processing no-charge LSM transactions.

Policy Statement

These procedures apply to employees helping customers in the SOK Storefront with registration transactions and working in the back-office processing mail-in registration work.

Compliance

OAC 670:20-13-10 - Lost, Stolen, or Mutilated Tags and Decals

LO Manual Page 154 – Lost, Stolen, or Mutilated License Plates and Decals

Systems

System	Function
OneLink	Platform for storing customer information and processing Motor Vehicles transactions
Laserfiche	Image storage database where customer-submitted documents are stored – accessible through OneLink



Roles

Role	Responsibilities
MV Processing Specialist	Processes registration transactions from the MV Processing offices.
Title Consultant (TC)	Handles customer interaction in-store. Processes registration transactions live with customers.
MV Supervisor	Available to help resolve any issues or unusual cases that arise from normal processing of transactions
Central Processing Division (CPD)	Receives, sorts, and scans incoming customer mail to forward to OneLink Queues. Sends outgoing mail.



Procedures

Process #1: Processing a No-Charge LSM

Purpose: To process and issue a replacement for a non-delivered decal to a customer at no charge.

Background:

SOK can process a no-charge lost stolen mutilated decal (LSM) if the customer did not receive their decal 21 days after the issue date.

To do this, SOK must have been the party that processed the renewal - no charge LSM's cannot be processed if a Licensed Operator processed the renewal. Customers must notify SOK and ask for a no charge LSM no later than 90 days from the issue date.

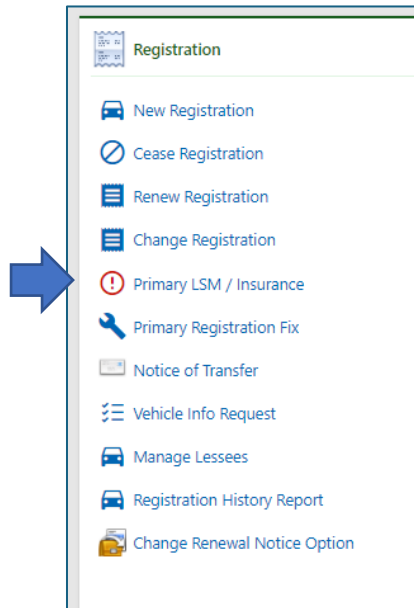
Process Step-by-Step:

1. From the **Ownership Account**, select **I Want To**.

The screenshot displays the Service KLAHOMA system interface. It is divided into three main sections: Ownership, Registration, and Vehicle. The Ownership section shows details for a 2004 TOYT RV4, including the owner's name (PAUL A OR JANE A GRISMER) and address. The Registration section shows the title (558503365014), plate (TA - HXC735), and registration status (Active). The Vehicle section shows the year/make/model (2004 RV4), body style, color (White), and owner (JANE A GRISMER). Below these sections are tabs for Open Tasks and Recent Notes, both of which are currently empty. At the bottom, there is a navigation bar with tabs for Vehicle, Attributes, CRM, Task, Financial, and Web. The Vehicle tab is selected, and it shows a list of Registrations. The first registration is highlighted, showing details such as Type (Primary Registr), Transaction Type (Renewal), Use Type (Automobile), Commence (17-Dec-2021), Cease (01-Jan-2023), Expire (31-Dec-2022), Plate ID (HXC735), Plate Type (Non-Commerci), Decal ID (22N9153), Registration ID (4081842), Cease Reason, and Issuing Agency (M8817). At the bottom right, there are two buttons: 'Renew' and 'I Want To', with a blue arrow pointing from 'Renew' to 'I Want To'.

Registrations											
Type	Transaction Type	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency
Primary Registr	Renewal	Automobile	17-Dec-2021	01-Jan-2023	31-Dec-2022	HXC735	Non-Commerci	22N9153	4081842		M8817

2. Select the **Primary LSM / Insurance** hyperlink.



3. Verify the information on the first screen and click the **Renewal Notice** option **Email** or **Mail**. Click **Next**.

Activity

Attributes

Primary LSM / Insurance

Owner Information

Primary Owner Address

516 NW 138TH ST EDMOND OK 73013-1905

Validated

Renewal Notice

How would you like to receive your renewal notice?

Email

Mail

Lease Information

Edit Lessees?

No

Yes

Cancel

Available Inventory

< Pre

Next >

4. Enter the insurance information and validate. If you do not have it handy, click back into the previous renewal to see what was used. To get to the previous renewal:
 - Go to the **Ownership Account**.
 - Click the **Primary Registration** hyperlink under the registrations tab.
 - Then click the vehicle information on the activity to get the previous insurance information used.
5. Enter the new decal number.
6. Click **Next**.

Activity

Attributes

Primary LSM / Insurance

Owner Information

Plate / Insurance

Plate / Insurance

Update Insurance Only?

☐ No
 ☐ Yes

Insurance

Insurance?

☐ No
 ☒ Yes
 Confirmed

NAIC

Insurance Company

Policy Number

Exception

35882

GEICO GENERAL INSURANCE COMPANY

4004659100

Delivery

Delivery

Plate / Decal

Registration (DV) Decal

☐ Request Standard Plate
 ☐ Request Choctaw Veteran Plate

22N627521

Non-Commercial (TA) Plate

HXC735

Expire Date

31-Dec-2022

Years Registered

18

Cancel

Available Inventory

< Pre

Next >



7. Select **No** on the **Miscellaneous Fees** section. Click **Next**.

Activity

Attributes

Primary LSM / Insurance

Owner Information

HXC735, 12/31/2022

Miscellaneous Fees

Miscellaneous Fees

Are there Miscellaneous Fees?

[Cancel](#) [Available Inventory](#) [Previous](#) [Next](#)

8. Select the box that says **Override LSM Fees**.

Activity

Attributes

Primary LSM / Insurance

Owner Information

HXC735, 12/31/2022

Miscellaneous Fees

Total: \$9.00

Fee Breakdown

Registration	Lost Stolen Mutilated	9.00
TOTAL		9.00

☒ Override LSM Fees [Apply Credits / Overrides](#)

☐ Print a Cover Sheet

[Cancel](#) [Available Inventory](#) [Previous](#) [Next](#)

9. Click the **Apply Credits / Overrides** hyperlink. This will bring the total to \$0. Click **Next**.

Activity

Attributes

Primary LSM / Insurance

Owner Information
HXC735, 12/31/2022
Miscellaneous Fees
Total: \$9.00

Fee Breakdown

Registration

Lost Stolen Mutilated

0.00

TOTAL

0.00

☒ Override LSM Fees

☐ Print a Cover Sheet

Apply Credits / Overrides

Cancel
Available Inventory
Next

10. Click **Submit**.

Activity

Attributes

Primary LSM / Insurance

Owner Information
HXC735, 12/31/2022
Miscellaneous Fees
Vehicle Fees
Primary LSM / Update Insu

VIN : JTEGD20V540007621

Registration Class : Automobile

Owner Address : 516 NW 138TH ST EDMOND OK 73013-1905

Registration : Plate: HXC735, Decal: 22N627521, Expiration: 12/31/2022

Fees : \$0.00

Cancel
Available Inventory
Submit

11. To get transaction receipts, from **Ownership Account** select the **CRM** tab and the **Letters** subtab. Click the **Quick Print** hyperlink.

Ownership

2004 TOYT RV4 JTEGD20V540007621

> Ownership
PAUL A OR JANE A GRISMER
516 NW 138TH ST
EDMOND OK 73013-1905
HXC735

Registration

Title : 558503365014
Plate : TA - HXC735
Registration : Primary Registration (AU)
Decal : 22N627521
Expires : 31-Dec-2022
Registration : **Active**
Title Status : **Active**
Balance : 0.00

Vehicle

Year/Make/Model : 2004 RV4
Body Style :
Color : White
OR : PAUL A GRISMER
Owner : JANE A GRISMER

Open Tasks
View All

There are no open tasks.

Recent Notes
Add Browse

There are no recent notes.

Vehicle
Attu
CRM
Task
Financial
Web

Letters
Notes
Indicators
Attachments
Renewal Notice Option

Add Ce
Quick Print
Browse
Show History

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued
L0391833480	Motor Vehicle Certificate of Registration	HXC735	Ownership		03-Feb-2022	
L1929708936	Motor Vehicle Certificate of Registration	HXC735	Ownership		17-Dec-2021	17-Dec-2021
L2130154120	Renewal Notice - Standard	HXC735	Ownership		27-Oct-2021	27-Oct-2021
L0042626184	Renewal Notice - Standard	HXC735	Ownership		25-Oct-2021	25-Oct-2021
L0486389616	Motor Vehicle Certificate of Registration	HXC735	Ownership		10-Dec-2020	10-Dec-2020
L1482048880	Renewal Notice - Standard	HXC735	Ownership		23-Oct-2020	23-Oct-2020
L1280304432	Motor Vehicle Certificate	HXC735	Ownership		21-Jan-2020	21-Jan-2020
L1764911152	Renewal Notice - Standard	HXC735	Ownership		23-Oct-2019	23-Oct-2019
L1447639952	Motor Vehicle Certificate	HXC735	Ownership		17-Dec-2018	17-Dec-2018

Renew
I Want To

References

- Links relevant to No Charge LSM transactions
 - [Form 797-D Affidavit for Replacement License Plate/Decal Annual Boat/Outboard Motor Decal](#)